



Maine State Government
Dept. of Administrative & Financial Services
Office of Information Technology (OIT)

Hosting & Housing Policy

I. Statement

OIT offers two distinct means of utilizing its data centers: *OIT Housing*¹ and *OIT Hosting*².

II. Purpose

The purpose of this policy is to enumerate the features of *OIT Housing* and *OIT Hosting* and point out their differences. A visual representation of this distinction is included at the end of this document.

III. Applicability

This Policy applies to all *Information Assets*³ within OIT data centers.

OIT Hosting is intended exclusively for OIT-created and/or maintained *Information Assets*. Any other-party created and/or maintained *Information Assets* under *OIT Hosting* at the Initial Issue Date of this Policy are grandfathered. Subsequently, all major transitions (whole-number version upgrade and/or replacement) will be subject to this Policy.

For other-party created and/or maintained *Information Assets*, the very best platform option is the commercial, public cloud. If for any reason, commercial, public cloud is not feasible, then *OIT Housing* may be considered.

Stakeholders considering *OIT Housing* must carefully understand the division of responsibility between OIT and the *Vendor*⁴. OIT is *not* involved in maintaining a *Housed Information Asset*.

IV. Responsibilities

A. *OIT Product Manager*⁵: Guides the customer through the Cloud/Housing/Hosting decision process for a product/service.

¹ See Definition [C]

² See Definition [B]

³ See Definition [A]

⁴ See Definition [F]

⁵ See Definition [D]

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B. *Vendor*: For *OIT Housing*, the *Vendor* is responsible for items including, but not limited to:

1. Equipment provisioning and maintenance, including patching and administration
2. Equipment life-cycle management, including end-of life replacement
3. Internal connectivity between and amongst *Vendor* equipment
4. Backup and Tape Handling
5. Disaster Recovery and associated Liability
6. Cyber Security and associated Liability

C. *Office of Information Technology (OIT)*:

For *OIT Housing*, OIT is responsible for:

1. Physical Security
2. Uninterrupted Electricity
3. Climate Control
4. Rack Space
5. Internet Connectivity

For *OIT Hosting*, in addition to the five items listed above, OIT is also responsible for:

1. Equipment provisioning and maintenance, including patching and administration
2. Equipment life-cycle management, including end-of-life replacement
3. Internal connectivity between and amongst equipment, as well as external Internet connectivity to ensure agreed-upon performance benchmarks
4. Backup and Tape Handling
5. Disaster Recovery and associated Liability
6. Cyber Security at the platform layer and associated Liability
7. Periodic Cyber Security scans and associated remediation
8. Third party audit health checks and associated remediation of any findings
9. Policy-driven Change Management
10. Policy-driven Incident Management and Response
11. On-call support for emergencies, after-hours, weekends and holidays (unless explicitly exempted by other OIT service-level terms and conditions).

V. Directives

OIT Housing

- A. The *Vendor* shall follow industry best practices in Cyber Security and access to minimize any risk to the State network.
- B. The *Vendor* shall make Housed equipment available for periodic OIT health checks to ensure equipment does not pose a Cyber Security threat to the State network. Should any discrepancy be found, the vendor is expected to remediate per OIT instructions, within the timeframe specified by OIT.

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Should such remediation not be taken per OIT instructions, within the specified timeframe, then OIT reserves the right to shut down the Housed equipment and terminate the Housing contract with the *Vendor*.

- C. All *Vendor* configuration changes to Housed equipment must go through the OIT Change Management process as outlined in the [Change Management Policy](#)⁶.
- D. All *Vendor* access to Housed equipment must be coordinated through the OIT Data Center Director. *OIT Housing* is best suited for lights-out operations. Frequent, unplanned access gives rise to coordination challenges.

VI. Definitions

- A. Information Assets: Business applications, system software, development tools, utilities, etc. While the primary focus of this policy is on applications, there are some instances (e.g. load balancer) where non-applications are involved.
- B. OIT Hosting: OIT's term for the industry-standard *Platform-as-a-Service (PaaS)*⁷. It is a full service offering that includes physical and virtual platforms, subject to 7-24-365 management and monitoring. It includes all the components of *OIT Housing* as well as PaaS components.
- C. OIT Housing: Option to place *Vendor* maintained equipment within an OIT data center. Housing includes the following five components; Physical Security, Uninterrupted Electricity, Climate Control, Rack Space, and Internet Connectivity. *Vendor* is responsible for everything else.
- D. OIT Product Manager: OIT position that provides the single point of accountability to the customer of an information technology product/service.
- E. Platform-as-a-Service (PaaS): OIT Development and/or Deployment framework that includes horizontal platforms, such as the Oracle database, the Microsoft SQL database, Oracle Fusion Java Middleware, Microsoft Internet Information Services (IIS), Microsoft SharePoint, VMWare ESxi, etc., exclusively for OIT-created *Information Assets*.
- F. Vendor: Commercial external entity that maintains Maine State *Information Assets*.

VII. References

VIII. Document Information

Initial Issue Date: December 11, 2014

Latest Revision Date: July 11, 2016 – to update Document Information.

⁶ <http://www.maine.gov/oit/policies/ChangeManagementPolicy.htm>

⁷ See Definition [E]

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Legal Citation: [Title 5, Chapter 163: Office of Information Technology](#)⁸

Waiver Process: See the [Waiver Policy](#)⁹.

⁸ <http://legislature.maine.gov/statutes/5/title5ch163sec0.html>

⁹ <http://maine.gov/oit/policies/waiver.htm>

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